



**Operations Coordinator  
Job Description - January 2023**

## Position Overview

The Governor's Institutes of Vermont (GIV) is a nonprofit doing amazing work... and we are looking for a detail-oriented **Operations Coordinator** to join our team! Do you love improving systems? Are you quick to learn software that can make a nonprofit more efficient? Are you skilled at communicating with people via phone and email? If you have customer service and data management experience, and a passion for inspiring and empowering young people, we would love to hear from you!



Each summer, GIV helps hundreds of Vermont high school students pursue their interests and find their people! We provide intensive summer enrichment programs on college campuses that inspire them to think deeper and dream bigger, focused on topics ranging from the Arts to Environmental Science to Technology & Design. Up to 30 years later, 88% of our alumni report that their time at GIV was one of the most important experiences of their teenage years. To learn more, please visit our website: <https://giv.org>

Your administrative and communication skills will help us further our mission to make these world-class experiences accessible to students of all backgrounds! The ideal candidate will be friendly, organized, persistent, creative, and have a sense of humor.

This is a full-time exempt position, with one day/week in our Winooski office. Folks outside of Chittenden County are encouraged to apply! Salary range is \$45-50k and the benefits package includes generous paid time off.

# Primary Responsibilities

**PROGRAMS:** Plan, execute, and analyze a robust system for interacting with students and families during application, admissions, and enrollment season.

- Update and test yearly forms, such as application and pre- and post-Institute surveys. We use SurveyMonkey Apply, and Google Suite.
- Track incoming application data and report to the team so that we can make decisions about what may need more attention (a particular school, a particular topic, etc.) and tweak the plan accordingly.
- Assist with the admissions process, especially preparing the communications to let students know whether they have been accepted.
- Receive and organize enrollment information coming in from students and parents/guardians, folding in health and tuition information from internal colleagues.
- Follow up by phone and email re: missing student enrollment paperwork.
- Update enrollment information spreadsheet and communicate to internal colleagues, in order for Program Directors to have current information.
- When summer Institutes begin, some travel around Vermont to deliver supplies and assist with first and last days as needed, acting as a GIV representative. Your eye towards more efficient systems will be helpful.
- Compile, analyze, and report data on the outcomes of GIV's programs, culminating in a short public Impact Report and an in-depth internal Operations Report.
- Suggest and create ways GIV can improve the experience for prospective students and parents seeking information, and for alumni students and parents seeking to stay connected with GIV.

**DATA:** Maintain and improve GIV's database and relevant integrations.

- Become the expert administrator of GIV's alumni and donor database. We use Little Green Light, integrated with Constant Contact for communications. During the season we use Google Suite to communicate with Program Directors. We also store historical data in Access.
- Keep an eye out for systemic improvements, leveraging technology to become more efficient in our communications.
- Update GIV's database regularly to track contact information changes and to record relevant conversations.

**COMMUNICATIONS:** Plan, execute, and analyze a steady communications stream.

- Oversee the communications plan and calendar.
- Write and send regular email newsletters to GIV's various audiences, incorporating content from the Outreach Manager and the Development Director.
- In 2023, you will help promote the 40th anniversary of GIV!

- Maintain a list of press contacts, and regularly write and pitch stories and press releases to them (newspapers, radio, TV, blogs, podcasts, newsletters).
- When relevant, feed social media content to Outreach Manager.
- Compile, analyze, and report data on the effectiveness of GIV's communications channels (e.g., metrics from our newsletters).
- Notice opportunities to make our communications more effective and efficient. GIV would like to better leverage technology for marketing and communication.

**ADMINISTRATION: Help move GIV forward by leaps instead of steps.**

- Serve as the main point of administrative contact via email and phone for incoming inquiries. These come from students, families, schools, donors, and organizations looking to partner with GIV.
- Assist the Executive Director with planning and follow-up tasks related to donors and board meetings. This may include doing research, organizing information, helping with calendars, preparing documents, or representing GIV at an event.
- Assist the Development Director with processing donations, preparing donor correspondence, and updating contact info. in the database.
- Sometimes other things come up, or we need to help each other out! We are a small team and everyone is happy to cover each other when needed.
- Notice and suggest ways GIV can better leverage technology to improve systems.

## Qualifications:

The ideal candidate has....

- A love for GIV's mission, and an investment in young people and their dreams
- A commitment to ensuring that opportunities like these are accessible to all young Vermonters
- An orientation to getting the details right
- Strong organizational skills
- Strong writing and editing skills
- Strong interpersonal skills (customer service experience a plus!)
- The initiative to independently manage projects and people, as well as to communicate and work collaboratively with a small team
- Experience with automating and segmenting communication using technology
- Familiarity with using and creating spreadsheets and a willingness to learn new software. We use Little Green Light, Google Suite, Constant Contact, SurveyMonkey Apply, and Microsoft Access.
- An interest in helping GIV to increase its capacity for reaching a digitally-savvy audience
- The ability to give and receive thoughtful feedback
- A valid driver's license
- A sense of humor!

# Compensation & Work Environment

**Salary range: \$45,000-50,000 annually**

- This position is full-time, and will involve some travel around Vermont, and occasional evening events.
- We are open to hybrid and flexible work schedules. Our office is in Winooski, VT, and is accessible to people using wheelchairs; you are welcome there as often as you like. We ask that you commit to at least one day/week in the office with the team. Folks outside of Chittenden County are encouraged to apply! Everyone on our small team is vaccinated and boosted against COVID-19, and we ask that you be as well.
- The person in this role will report to the Executive Director.

## **Benefits include:**

- 10 paid holidays per year
- Generous paid time off, increasing with length of service (5 days after 1 month, 20 days after 6 months, 30 days after 2 years)
- Although GIV is exempt from Family and Medical Leave Act mandates due to its small size, we recognize the importance of family and strive to accommodate family needs whenever possible. Once an employee has met a certain length of service, we offer up to 12 weeks of unpaid leave related to a new child or an illness, and up to 2 weeks related to a death in the family. We are happy to share more details during the interview process.
- Quarterly \$1000 contribution to an employee-directed plan similar to a cafeteria plan. Employees can apply the contribution towards a choice of benefits from an approved list, including qualifying pretax health and dependent care benefits, and non-pretax benefits developed in response to employee requests.
- SIMPLE IRA with employer match up to 3% of annual salary, beginning at 3 months service
- Professional development opportunities

**GIV is an equal opportunity employer.** We value a diverse workforce and an inclusive office culture. We strongly encourage applications from all qualified individuals without regard to national origin, race, ancestry, color, ethnicity, age, gender identity or expression, marital status, medical condition, mental or physical disability, religious creed, or sexual orientation.

# How to Apply

Please send PDFs of your resume and cover letter, with SUBJECT: Operations Coordinator, to: [jobs@giv.org](mailto:jobs@giv.org) In your letter, please let us know how you found out about this role.

Applications will be accepted on a rolling basis until the position is filled, at which time we will remove the announcement from our website at <https://giv.org/about-us/jobs>

We will begin reviewing submissions in January 2023, and will reach out to you if we are interested in moving forward with your application and scheduling an interview.

Start date is flexible.

Questions? Please email [jobs@giv.org](mailto:jobs@giv.org)